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 EQUILON ENTERPRISES LLC DBA
 SHELL OIL PRODUCTS US

UNITED STATES DISTRICT COURT
 NORTHERN DISTRICT OF CALIFORNIA

CIARA NEWTON,

Plaintiff,

v.

EQUILON ENTERPRISES LLC dba SHELL
 OIL PRODUCTS US,

Defendants.

Case No. 4:17-cv-03961-YGR

**DECLARATION OF JEFFREY S. FISCHER
 IN SUPPORT OF DEFENDANT EQUILON
 ENTERPRISES LLC'S MOTION FOR
 SUMMARY JUDGMENT OR IN THE
 ALTERNATIVE, PARTIAL SUMMARY
 JUDGMENT
 [FED. R. CIV. P. 56]**

Date: August 21, 2018
 Time: 2:00 p.m.
 Place: Courtroom 1 - 4th Floor
 Oakland Courthouse
 1301 Clay Street
 Oakland, CA 94612
 Judge: Hon. Yvonne Gonzalez Rogers
 Complaint Filed: July 13, 2017
 Trial Date: November 5, 2018

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1 I, JEFFREY S. FISCHER, declare:

2 1. I am of the age of 18 years and am a citizen of the United States of America. I
 3 make this declaration of my own personal knowledge in support of Shell's concurrently filed
 4 Motion for Summary Judgment or in the Alternative, Partial Summary Judgment. If called as a
 5 witness to testify regarding matters stated in this declaration, I could and would competently
 6 testify thereto under oath.

7 2. For the past 29 years, I have been employed at the Martinez refinery of Defendant
 8 EQUILON ENTERPRISES LLC dba SHELL OIL PRODUCTS US ("Defendant" or "Shell").
 9 For the past five years, I have been a Mentor. Prior to that time, I was an operator, then a
 10 temporary shift team leader, and then a shift team leader. In my current capacity, I am in charge
 11 of all training documents for the refinery's Operations Center ("OpCen"), and I also fill in as
 12 needed as operations specialist or team leader. Additionally, I am responsible for incorporating
 13 new legal requirements into operational and training documents. I am a member of the refinery's
 14 training department, which assists in training the new hire operator class.

15 3. On an annual basis, Shell hires a class of new operators, who are probationary
 16 employees for their first nine months with Shell. The new hire class goes through approximately
 17 eight weeks of classroom training together. Then, they are assigned to specific departments and
 18 go through further training to qualify in their assigned departments.

19 4. For the 2016 new hire class, I conducted C-(F)-5 (pump isolation) training, and I
 20 also tested some of the class members during their initial training. When I began administering
 21 the test to Plaintiff, I saw that she was going to fail it because she opened a bleeder (or valve)
 22 before she isolated the pump. Therefore, I stopped the test and spent the next hour going back
 23 over what was required with her. The following day, I had another tester re-administer the test to
 24 Plaintiff.

25 5. OpCen is divided into two sections, OpCen North and OpCen South. The
 26 refinery's hydrogen plants are in OpCen. In 2016, Plaintiff Ciara Newton was one of four
 27 trainees assigned to work at Hydrogen Plant Two ("HP-2"), which is in OpCen North. I was

1 selected to conduct those four probationary operators' initial training as HP-2 Reliability
2 Operators.

3 6. To qualify to work as operators, new hires must complete classroom training, pass
4 quizzes, pass a final examination, satisfactorily complete a walk-through with an operations
5 specialist, and obtain a lab certification to show they can run samples correctly. In addition, they
6 must be able to perform a series of tasks taught to them by different subject matter experts
7 ("SMEs") in a process we call "parallel training." Thereafter, they must work with a backup (a
8 person qualified on their unit) who observes their work for at least five days. The speed with
9 which the probationary operators complete these tasks vary. Some trainees complete all of their
10 qualification tasks while they are still working with me. For example, some have prior refinery
11 experience and may require less time before they are ready to transition to shift work. Others are
12 released to begin shift work while they complete their qualification requirements.

13 7. Beginning on or about March 1, 2016, I was assigned to serve as Department
14 Mentor in Operations Central North to conduct training as for Plaintiff and three of her
15 probationary operator classmates. (Where documents attached to this declaration concern those
16 other employees, they are identified as "6," "8," and "9", respectively.) The class ran for
17 approximately six weeks, until mid-April 2016, when I was assigned to work on a turnaround and
18 went back on rotating 12-hour shifts. I conducted the OpCen new recruit training on a 9/80
19 schedule, meaning I taught them Monday through Friday one week and Monday through
20 Thursday the next week. Class began at 6:15 a.m., and I expected the recruits to be on time and
21 ready to go at that time. Generally, class ended by about 3:30 p.m.

22 8. Work hours for the four new recruits I was training differed from usual operator
23 shift hours for the weeks I worked with them. Refinery operator shifts are 12 hours long, and they
24 work on a 6:00 to 6:00 schedule. Operator teams switch between day and night shifts and work
25 on a 3-1, 3-3, 4-7, 4-3 schedule. This means that over the course of a four-week period, they will
26 work three days, have a day off, work a further three days, have three days off, work four days,
27 have seven days off, and work four days before taking a further three days off. As the schedule is

1 designed so that each operator will relieve another person whose shift is ending, punctuality is
2 important.

3 9. Our practice at the Martinez refinery is to maintain a “PD Log” for each
4 employee. “PD” stands for positive discipline. We use the PD Log to recognize and encourage
5 good performance, as well as to correct performance that does not meet expectations. The
6 employee’s immediate Team Leader/Supervisor maintains the PD Log. When the employee
7 moves on, the PD Log is forwarded to the new Team Leader/Supervisor. In general, we retain the
8 PD Log for the current year and the prior year, unless the employee is on formal discipline. If the
9 employee is on formal discipline, we retain the log for the entire period for which the formal
10 discipline is active. Coachings and counselings are not formal discipline.

11 10. My practice is, and for Plaintiff and her classmates was, to use the PD Log in
12 accordance with the instructions stated on the first page of that document, specifically:

13 After every substantial employee contact (Positive Contact, Counseling, Oral and
14 Written Reminders, DML, follow-up discussions, or deactivation of previous
15 discipline), fill in the log as indicated. Particularly note the specific reasons for the
16 contact and any significant remarks made by the employee. Complete the
17 appropriate Employee Discussion Guide for significant achievements or formal
discipline. (EDG is optional, but not required for routine Positive Contacts,
Coaching or Counseling.) In cases of formal discipline, ensure issuance of a
Notice of Formal Discipline.

18 I made the entries identified with the initials “JSF” on the first page of the PD Log for Ciara
19 Newton, attached hereto as **Exhibit A**.

20 11. When I first met with the class, I told them that their start time was 6:00 a.m., but
21 that I would not consider them tardy until 6:15 a.m. Over the following weeks, I observed that
22 Plaintiff tended to arrive at about 6:15 a.m. I documented tardies on two days when she was
23 conspicuously late. Plaintiff was approximately an hour late to work on March 23, 2016. I
24 documented the tardy on her PD log and explained the attendance policy to her. Attached hereto
25 as **Exhibit B** is a true and correct copy of an e-mail I received from Production Supervisor Eric
26 Perez on that date about documentation. I also noted that issue to Production Supervisor Eric
27 Perez, counseled Plaintiff, and documented the counseling on her PD Log. I do not have the

1 authority to discipline any employee.

2 12. I also marked Plaintiff tardy on or about April 7, 2016, as I noticed she was
3 approximately 45 minutes late. That day, both Eric Perez and I counseled Plaintiff, and I
4 documented the counseling on her PD Log (**Exhibit A**). Neither of those incidents were subject
5 to formal discipline at the time.

6 13. I did not hold Plaintiff to any different standard than I held any of her colleagues
7 during training. Evaluating Plaintiff as of March 29, 2016, I noted that she had fallen behind her
8 colleagues, but I also stated that I also identified “personal issues” (by which I meant a death in
9 her family) as a reason. However, I also stated my opinion that she had a “problem with
10 equipment and how equipment works,” which was my honestly held opinion based on my
11 observation of her work. A true and correct copy of the 150-day Progress Report I issued to
12 Plaintiff is attached hereto as **Exhibit C**.

13 14. I coached both Plaintiff and “9” about their having fallen behind on or about April
14 4, 2016, and I documented those coachings on their respective PD Logs. I told the same two
15 employees *together* that they would have to complete their training on shift because I was being
16 assigned to the “Turn Around”. True and correct copies of my PD Log entries for “9”, identified
17 by the initials “JSF”, are on the first page of **Exhibit D** hereto.

18 15. There were additional issues that I did not document at the time. Several times
19 during the first weeks of the OpCen North class, I saw Plaintiff outside without required safety
20 glasses and earplugs. I reminded her that she needed them. In addition, during a demonstration on
21 the low temperature shift (“LTS”) catalyst vessel, I showed the class a process for first opening a
22 bypass valve, *then* closing a discharge valve, and had each class member simulate the process.
23 Each of Plaintiff’s three classmates performed the task correctly. Plaintiff then walked past the
24 bypass valve and directly to the discharge valve. Had this *not* been a simulation, Plaintiff could
25 have deadheaded the unit and caused millions of dollars in damage. I do not recall any of
26 Plaintiff’s classmates committing any like safety errors.

27 16. Plaintiff was scheduled for fire training on April 15, 2016. In addition, she was
28

1 schedule for vacation from April 23 through May 6, 2016. Attached hereto as **Exhibit E** is a copy
 2 of a forwarded e-mail string dated April 19, 2106 concerning Plaintiff's transition to shift work,
 3 her vacation, and her fire training day. Attached hereto as **Exhibit F** is a true and correct copy of
 4 an April 19, 2016 e-mail I sent to others in OpCen (with other employee information redacted),
 5 concerning the new hires' transitions to crews, in which among other things I informed the
 6 recipients that Plaintiff would be reporting to Crew 4 OpCen North beginning Monday, May 9,
 7 2016.

8 17. I administered Plaintiff's Operations Central North Final Written Exam for an HP-
 9 2 Process Operator, a true and correct copy of which is attached hereto as **Exhibit G**, on or about
 10 April 20, 2016. By then, I had returned to shift work for a turnaround, and Plaintiff was no longer
 11 reporting to me.

12 18. After I went back on shift, and after Plaintiff began working with a shift team
 13 leader, I continued to assist with training tasks from time to time. As a member of the training
 14 department, I had authority to sign off on training documentation. Prior to May 23, 2016, I was in
 15 the shift team leader office when I observed an employee who was not then a subject matter
 16 expert ("SME") leaning over Plaintiff's desk and initialing a training record that can only be
 17 signed off on by an SME. The matter was resolved by making the person who had been signing
 18 the document an SME. My reason for intervening had nothing to do with Plaintiff's gender.

19 19. Plaintiff contacted me by email on August 30, 2016 about a training
 20 documentation issue. I looked into the matter, and on September 1, 2016 told her she had been
 21 given credit. A true and correct copy of Plaintiff's August 20, 2016 e-mail to me and my
 22 September 1, 2016 e-mail to Plaintiff is attached hereto as **Exhibit H**.

23 20. I deny making any gender negative comments to Ciara Newton.

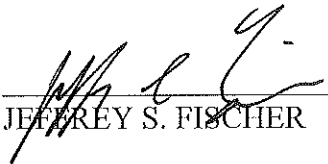
24 21. I acknowledge a gesture Plaintiff has called "snapping" a paper in the classroom,
 25 but I deny snapping a paper at Plaintiff. The paper "snapping" was more grabbing back and forth
 26 and twisting paper, was in jest, and done solely with another classmate of Plaintiff's.

27 22. I did ask the class if they knew anyone who worked at Shell, but I generally ask
 28

1 that question at every class. In my mind, that question had, and has, nothing to do with Plaintiff's
2 gender.

3 23. I am not an officer or director at Shell. I do not have the right to unilaterally hire
4 and fire individuals, nor can I set corporate policy. I specifically did not participate in the
5 decision to terminate her employment. My only comments about management to people more
6 senior to me related to comments about her attendance. I did not make the decision to assign
7 plaintiff to OpCen and did not treat her differently because of her gender.

8 I declare under penalty of perjury under the laws of the United States of America that the
9 foregoing is true and correct. Executed on July 17, 2018 at Martinez, California.

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11 
12 JEFFREY S. FISCHER

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EXHIBIT "A"

PD LOG

Employee's Name: Ciara Newton

Instructions:

After every substantial employee contact (Positive Contact, Counseling, Oral and Written Reminders, DML, follow-up discussions, or deactivation of previous discipline), fill in the log as indicated. Particularly note the specific reason for the contact and any significant remarks made by the employee. Complete the appropriate Employee Discussion Guide for significant achievements or formal discipline. (EDG is optional, but not required for routine Positive Contacts, Coaching or Counseling.) In cases of formal discipline, ensure issuance of a Notice of Formal Discipline.

DATE	TYPE OF CONTACT	REASON FOR CONTACT /REMARKS	IMMEDIATE TEAM LEADER/MANAGER SIGNATURE
1/25/16	Positive	Presented safety topic – Maintain awareness, complacency.	Jeff Andre
2/24/16	Positive	Scored an 87 on the Prop Test. Completed orientation with an overall score of 89.6 and is off to Opcon.	Jeff Andre
3/23/16	Counseling	Ciara was 1 hour late and was given a tardy. Explained to Ciara the attendance policy.	JSF
4/4/16	Coaching	Had a discussion with Ciara about falling behind on training. Did a mock walkthrough and Ciara should have been much farther along in her training. Discussed finishing her training on shift since we have a date that we need to be completed by which should be ample time to complete.	JSF
4/7/16	Counseling	Ciara was 45 minutes late and was given a tardy. Jeff F. and Eric Perez sat down with Ciara and Explained to Ciara the attendance policy and made sure there was not an issue.	JSF/Eric Perez
5/9/2016	Coaching	Ciara as the HP-2 unit operator left her radio on the desk and was in the unit without her radio and missing goggles from her hard hat. I explained that as the unit operator she needed to have her radio on at all times and goggles are a basic PPE Requirement.	Ian Chamberlain

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7/16/16	Coaching	Ciara did not call in to the board operator about bumping P-5155 while doing her readings tonight. I asked her if she bumped the pump and she said she did not. She was not sure if she should do it. I spoke with her about the importance of asking questions when you are unsure about things and she agreed.	C.Curran
7/16/16	Coaching	Tonight I saw the oil mist reclassifier for P-5167 was full. I told Ciara about it and asked her to drain it. I explained the importance of keeping the oil in the equipment at proper levels daily and she agreed.	C.Curran
7/17/16	Coaching	Ciara came into the STL office and informed me that she had opened the wrong valve. I asked her which one and she told me it was potassium tank in the gravel. I asked her if she was OK and she said yes. I asked her how big the leak was and said it was small. I asked her if it this big, showing my arms about the size of a basketball and she said yes it is small. I asked her if it was as big as the STL office and she said no. I asked her if she closed the valve and she said yes. I said OK that's no big deal. When I went outside about ½ an hour later and looked, there was a puddle in the containment area that was considerably bigger than what I had expected, probably 6 or 7 gallons. I called her out and asked her to show me what valve she opened. She showed me the 2" butterfly valve on the West side of the baker tank. I told her there was more water in the containment area than I thought. She told me that Donnie told her he was walking by and saw the valve was not closed all the way and was leaking so he closed it. I told Ciara that I was	C.Curran

		<p>concerned about the fact that she opened a valve without seeing that it was connected to nothing. She said she was used to opening the valve and just did it. She said she was tired and didn't think about what she was doing. I told her that It is critical to always think about what will happen when you make a move in the unit, and if you don't understand, to ask questions. She agreed. Ciara said she would pay attention to what she was doing at all times.</p>	
7/17/16	Coaching	<p>Ciara was scheduled to work on Friday 7/08/16 and Thursday 7/14/16 to make up time she took off on a previous weekend. Tonight I asked Ciara if she performed trend watch on Friday 7/08/16 and Thursday, 7/14/16. She said she did on Friday but did not work on Thursday. I asked her why and she told me that she was not supposed to work. I referenced the conversation we had when we put the days on the schedule on 7/7/16 and she denied agreeing to Thursday 7/14/16 and said she is supposed to work on 7/21/16. I told her I did not agree that that happened and 7/14/16 was the day we agreed to and scheduled in schedule pro. She disagreed and insisted that 7/21/16 was the day. I told her it is important to call and notify the STL when she cannot make a scheduled shift because people expect her to be here. She agreed and then said that no one called her. She also said that there should be some form of formal communication to ensure shifts are communicated like an Email or signed form and I agreed. She told me that it really doesn't matter that</p>	C.Curran

		the shift was missed because there was already an HP2 operator on shift. I said it was important for her to make up hours she was already paid for but did not work. I asked her if she knew how to look at schedule pro and she told me she didn't. I emailed her the link and she was able to get logged on and look the published schedule	
7/18/16	Coaching	Tonight, I saw the FXG flare sample system in alarm. I saw that the sample cylinder in the #1 slot had the inlet valve closed. I went with Ciara to show her the sample system in alarm and fix the issue. She opened the valve and reset the system. We discussed the importance of having flare sample cylinders that are ready to use and of not resetting the system with valves closed because it can damage the sample pump.	C.Curran
7/18/16	Coaching	Tonight, I noticed that the hold down bolts for the CPI inlet lid were not fastened and lying to the side. I went with Ciara to look at the CPI and correct the situation. I told Ciara that checking the CPI lids is one of her readings and it is important to perform the readings correctly. It is an environmental issue and needs to be done.	C.Curran
7/18/16	Coaching	Tonight I noticed that the gas tech tubes that are used to take samples on the C-225 inlet and outlet were not being used. I cleaned the area on 7/17/16 and placed 2 new boxes out which now 2 night shifts later didn't have any missing tubes. I asked Ciara to show me where she gets the gas tech tubes for her samples. She took to me to the sample point and looked around. She said they are usually on the	C.Curran

		<p>ground.(I picked up the ones on the ground on 7/17/16.) I asked where she got her gas tech tubes for tonight's sample and she told me she used a broken one she found on the ground by the HP2 shelter. I asked her if she used a used one and she said she used broken one.I asked her if she knew where to get new tubes and she told me in the control center. I asked her if she knew why we take that sample and what the consequences are of sending H2S to F-104. She didn't know and I explained to her the catalyst will plug causing a shut down. I told her it is important to take the sample every night shift and use fresh gas tech tubes not used or broken ones from the ground.</p>	
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EXHIBIT "B"

Subject: FW: Ciara Newton

From: Perez, Eric G SOPUS-DMW/312
Sent: Wednesday, March 23, 2016 8:51 AM
To: Layne, Christine R SOPUS-HRUR/AUSM <Christine.Layne@shell.com>
Subject: FW: Ciara Newton

FYI. Want to keep you in the loop. I hear she has been tardy a couple times. I need to get the details of the amount of tardys. This is one of our new hires..... Thank you

From: Perez, Eric G SOPUS-DMW/312
Sent: Wednesday, March 23, 2016 8:49 AM
To: Fischer, Jeffrey S SOPUS-HRD/LMM
Cc: Beck, Michael A SOPUS-DMW/312
Subject: Ciara Newton

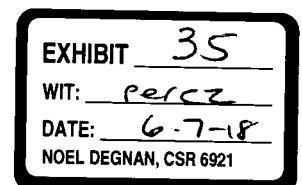
Jeff,

Thanks for keeping in the loop with regards to Ciara. What we need to do is be sure you have good documentation of your conversations with her. I don't believe she has a PD file I created one and sent you the path. Document all her tardys and your conversation with her and anything else you think should go in there (good and bad). Please give her the expectation on calling in late. I will touch bases with you next week on how's she doing. thank you

6.8. Chargeable and Non-Chargeable Absences

Chargeable absences incidents include:

- Non-occupational Disability
- Tardy (For every tardy incident over three in a twelve-month period, it will be considered a chargeable day counting toward the Attendance Program and Policy). It is not the intent of the Attendance Program and Policy to diminish the philosophy that all employees be present and on-time for scheduled work days. Employees will continue to be docked pay on fifteen (15) minute increments when tardy



6.6. Medical Documentation/Reporting Off

Medical Documentation is required for any illness incident of four consecutive work days or more of missed scheduled work or for any absence, regardless of number of day missed, when an employee is in formal discipline for attendance.

- Shift Workers should notify supervisors of an absence at least two (2) hours before reporting time on the first day of absence and every successive day thereafter, unless otherwise advised.
- Employees who work days should notify supervisor of an absence at least thirty (30) minutes before reporting time on the first day of absence and every day thereafter, unless otherwise advised.

EXHIBIT "C"

DAY PROGRESS REPORT

30 Day	60 Day	90 Day	120 Day	150 Day	180 Day	210 Day	240 Day	270 Day
Employee Name: Ciara Newton			EE# 251159		Equated Date: 1/04/16		Probationary Period Ends: 9/30/16	
Department/Unit: OPCEN			Job Classification: OPERATOR START		Time in This Job: Training		Time Under your Supervision: > 30 days	
PERFORMANCE FACTORS								
SAFETY AND HOUSEKEEPING				WORK SPEED, ACCURACY, AND THOROUGHNESS				
Leader in Safety; Demonstrates Deep Involvement and Accomplishments in Working Safely, Maintaining clean, Safe Work Area, and participating in Safety Meetings.				Works Rapidly and Extremely Accurately and Thoroughly; Pays Close Attention to Detail; Errors Rarely Found in Work.				
Follows Prescribes Safety Standards; Conscientiously Maintains Clean Work Environment, Performs Job Safely, and Participates in Safety Meetings.				Consistently Works Accurately and Thoroughly at a Normal Rate; Errors Seldom Found in Work.				
Sometimes Must be Reminded of Safety; Shows Secondary Interest in Performing Safety and/or Maintaining Safe Environment; May not Participate in Meetings Regularly.				Works at an Acceptable Rate; Accuracy of Work Generally Good; Errors Sometimes Found in Work; Usually Thorough.		X		
Has to be Constantly Reminded of Safety Standards; Shows no Interest in Improving in This Area or in Participating in Safety Meetings.				Work Pace and/or Error Rate are Unacceptable.				
Cannot Rate				Cannot Rate				
COMMENTS/EXAMPLES: Ciara is beginning to understand the various safety rules and regulations we have at the refinery. She has shown good safety habits when doing the required field work. Always the first one to put on goggles.				COMMENTS/EXAMPLES: Ciara has had some difficult situations to overcome and is catching back up with the group. Drawings are very neat and contain good information.				
EXERCISING JUDGEMENT-SOLVING PROBLEMS				TEAMWORK, COOPERATION, AND GETTING ALONG				
Judgement is Excellent; Almost Any Work Problem.				Very Effective Team Worker; Gets Along Well with Almost Everyone; Goes Out of the Way to Help Others.				
Shows Good Judgement; Solves Many Work Problems By Self.				Good Team Worker; Gets Along Well With Others; Cooperative.		X		
Judgement and Problem-Solving Ability are Adequate.				Generally Performs Satisfactorily at a Team Member; Gets Along Satisfactorily with Others; Usually Cooperative.				
Exercises Little Judgement; Shows Little Problem Solving Ability.				Makes Little or No Effort to Work as a Team Member or Get Along with Others; Generally Uncooperative.				
Cannot Rate				Cannot Rate				
COMMENTS/EXAMPLES: Not enough data...				COMMENTS/EXAMPLES: Ciara gets along with team members and does what is asked.				
FOLLOWING ORAL/WRITTEN INSTRUCTIONS				ORGANIZING WORK				
Follows Instructions Exactly; Seeks Assistance or Clarification When Needed.				Planning, Organizing, and Work Habits are Outstanding.				
Follows Instructions Closely; Asks Questions or Seeks Information When Needed.				Plans and Organizes Work Well; Good Work Habits; Set - Priorities.				
Generally Follows Instructions; Usually Asks Questions or Seeks Information When Needed.				Generally Organizes and Plans Work Well; Works Fairly Systematically; Usually Recognizes Priorities.		X		
Does Not Follow Instructions; Fails to Ask Questions or Seek Information When Needed.				Does Not Set Priorities; Haphazard Planning and Organizing; Poor Work Habits.				
Cannot Rate				Cannot Rate				
COMMENTS/EXAMPLES: Follows directions well, does ask questions when needed, but can be hesitant at times. I expect this to change as she gains process knowledge.				COMMENTS/EXAMPLES: Ciara is quite but shows some good organization skills. Good detail on unit drawings.				

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JOB INVOLVEMENT		X	AMOUNT OF SUPERVISION REQUIRED		X
Consistently Does More Than Required; Frequently Offers Suggestions for Improvement; Seeks to Expand Capabilities and Acquire New Responsibilities.			Starts and Completes Tasks Independently; Needs Minimal Supervision.		
Does What is Required and Sometimes More; Occasionally Contributes Ideas; Shows Interest In self-improvement.			Starts and Completes Tasks with Normal Supervision.		
Does Assigned Work Only; Shows Little Interest in Acquiring New Responsibilities.			Needs Some Extra Supervision to Complete Assigned Tasks.		X
Does as Little as Possible; Shows No Concern For Performance or Desire to Improve Skills.			Needs Frequent Supervision to Complete Assigned Tasks; Does Very Little Without Being Told.		
Cannot Rate		X	Cannot Rate		
COMMENTS/EXAMPLES: Not enough data...			COMMENTS/EXAMPLES: Ciara stays busy whether or not the instructor is in the room. Ciara has fallen behind but is starting to catch back up due to personal issues which are very understandable why she has fallen behind.		
JOB KNOWLEDGE AND SKILLS		X	COMMENTS/EXAMPLES: Ciara may not complete the class in time before the T/A's and may be put on shift to finish which will delay qualification of the first unit. Has problem with equipment usage and how equipment works.		
Making Excellent Progress in Acquiring Knowledge and Skills; Proficiency is Well Above Expectations.					
Making Good Progress in Acquiring Knowledge and Skills; Level of Proficiency Meets Expectations.					
Making Satisfactory/Adequate Progress in Acquiring Knowledge and Skills; Proficiency Generally Meets Expectations.		X			
Progress in Acquiring Knowledge and Skills is Unsatisfactory; Proficiency is Well Below Expectations.					
Cannot Rate					
ATTENDANCE THIS REVIEW PERIOD >	NUMBER OF TIMES LATE > 1		NUMBER OF TIMES SICK > 0		NUMBER OF TIMES AWOL > 0
SUMMARIZE EMPLOYEES DEMONSTRATED STRENGTHS: Ciara is new to refining, and is very attentive and eager to learn.. She gets along well with others in the class and helps others when needed.					
SUMMARIZE EMPLOYEES JOB IMPROVEMENT NEEDS: Ciara needs to continue to seek answers needs for clarification, and keep asking until things are clear. Has a little trouble with equipment utilization and remembering what things do.					
DATE THIS PERFORMANCE ASSESMENT WAS DISCUSSED WITH EMPLOYEE > 4/4/16					
SUMMARIZE DISCUSSION (What Employee was Told, Employees Reaction, Goals, Etc...)					
Reaction is fine. Goal is to catch up and qualify before deadline.					
BASED ON YOUR KNOWLEDGE OF THE EMPLOYEES PERFORMANCE TO DATE SHOULD THE INDIVIDUAL CONTINUE AS AN EQUILON EMPLOYEE?			---X--- YES		----- NO
EXPLAIN:					
REVIEWERS COMMENTS					
PREPARED BY SUPERVISOR (Print Name and Title)		SIGNATURE		DATE PREPARED	
Jeff Fischer / Mentor Class Facilitator		<i>Jeff Fischer</i>		4/4/16	
REVIEWED BY EMPLOYEE (Print Name and Title)		SIGNATURE		DATE PREPARED	
Ciara Newton		<i>Ciara Newton</i>			
REVIEWED BY /MANAGER (Print Name and Title)		SIGNATURE		DATE PREPARED	
Eric Perez		<i>Eric Perez</i>		4/4/16	

EXHIBIT "D"

DAY PROGRESS REPORT

30 Day	60 Day	90 Day	150 Day	210 Day	270 Day
Employee Name: 9		EE# 251113		Equated Date: 1/04/16	Probationary Period Ends: 9/30/16
Department/Unit: OPCEN		Job Classification: OPERATOR START	Time In This Job: Training	Time Under your Supervision: > 30 days	Month-Date-Year: 3/29/16
PERFORMANCE FACTORS					
SAFETY AND HOUSEKEEPING			WORK SPEED, ACCURACY, AND THOROUGHNESS		
Leader in Safety; Demonstrates Deep Involvement and Accomplishments in Working Safely, Maintaining clean, Safe Work Area, and participating in Safety Meetings.			Works Rapidly and Extremely Accurately and Thoroughly; Pays Close Attention to Detail; Errors Rarely Found in Work.		
Follows Prescribes Safety Standards; Conscientiously Maintains Clean Work Environment, Performs Job Safely, and Participates in Safety Meetings.			Consistently Works Accurately and Thoroughly at a Normal Rate; Errors Seldom Found in Work.		
Sometimes Must be Reminded of Safety; Shows Secondary Interest in Performing Safety and/or Maintaining Safe Environment; May not Participate in Meetings Regularly.			Works at an Acceptable Rate; Accuracy of Work Generally Good; Errors Sometimes Found in Work; Usually Thorough.		
Has to be Constantly Reminded of Safety Standards; Shows no Interest in Improving in This Area or in Participating in Safety Meetings.			Work Pace and/or Error Rate are Unacceptable.		
Cannot Rate			Cannot Rate		
COMMENTS/EXAMPLES: 9 displays a good understanding of safety rules and regulations from his years of as an EMT. His safety mindset is solid and he will do very well in that aspect.			COMMENTS/EXAMPLES: 9 is falling behind a little and has been spoken to about the need to pick up the pace a little. Needs a little help when it comes to testing on items that we have covered several times.		
EXERCISING JUDGEMENT-SOLVING PROBLEMS			TEAMWORK, COOPERATION, AND GETTING ALONG		
Judgement is Excellent; Almost Any Work Problem.			Very Effective Team Worker; Gets Along Well with Almost Everyone; Goes Out of the Way to Help Others.		
Shows Good Judgement; Solves Many Work Problems By Self.			Good Team Worker; Gets Along Well With Others; Cooperative.		
Judgement and Problem-Solving Ability are Adequate.			Generally Performs Satisfactorily at a Team Member; Gets Along Satisfactorily with Others; Usually Cooperative.		
Exercises Little Judgement; Shows Little Problem Solving Ability.			Makes Little or No Effort to Work as a Team Member of Get Along with Others; Generally Uncooperative.		
Cannot Rate			Cannot Rate		
COMMENTS/EXAMPLES: I think when 9 sees some unit upsets he will catch on and remember how to problem solve.			COMMENTS/EXAMPLES: 9 shares a lot of life experiences which makes for a very interesting in class. He is always willing to help others. He is very well liked by others in class, and likes to share his knowledge and experience with others.		
FOLLOWING ORAL/WRITTEN INSTRUCTIONS			ORGANIZING WORK		
Follows Instructions Exactly; Seeks Assistance or Clarification When Needed.			Planning, Organizing, and Work Habits are Outstanding.		
Follows Instructions Closely; Asks Questions or Seeks Information When Needed.			Plans and Organizes Work Well; Good Work Habits; Set Priorities.		
Generally Follows Instructions; Usually Asks Questions or Seeks Information When Needed.			Generally Organizes and Plans Work Well; Works Fairly Systematically; Usually Recognizes Priorities.		
Does Not Follow Instructions; Fails to Ask Questions or Seek Information When Needed.			Does Not Set Priorities; Haphazard Planning and Organizing; Poor Work Habits.		
Cannot Rate			Cannot Rate		
COMMENTS/EXAMPLES: Follows directions, not afraid to ask questions when needed.			COMMENTS/EXAMPLES: Tries to find different ways to help himself study. Doing better on drawings and being more organized.		

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EXHIBIT

DEF 003413



JOB INVOLVEMENT		X	AMOUNT OF SUPERVISION REQUIRED		X
Consistently Does More Than Required; Frequently Offers Suggestions for Improvement; Seeks to Expand Capabilities and Acquire New Responsibilities.			Starts and Completes Tasks Independently; Needs Minimal Supervision.		
Does What is Required and Sometimes More; Occasionally Contributes Ideas; Shows Interest in self-improvement.		X	Starts and Completes Tasks with Normal Supervision.		
Does Assigned Work Only; Shows Little Interest in Acquiring New Responsibilities.			Needs Some Extra Supervision to Complete Assigned Tasks.		X
Does as Little as Possible; Shows No Concern For Performance or Desire to Improve Skills.			Needs Frequent Supervision to Complete Assigned Tasks; Does Very Little Without Being Told.		
Cannot Rate			Cannot Rate		
COMMENTS/EXAMPLES: Very interested in self-improvement, and always looks for opportunities to improve whatever he is doing.			COMMENTS/EXAMPLES: 9 is always asking if there is anything that he can do to help. He is a good team player. He will ask if there is anything else he can do before and after class to help. Fell behind in his SOU's and he had to finish on several that were late.		
JOB KNOWLEDGE AND SKILLS		X	COMMENTS/EXAMPLES: 9 is new to refining, but has a great attitude and genuinely likes working with others. Needs to pick up the pace a little and catch up to the others. If 9 doesn't pick up the pace he will be going on shift and not completing his walkthrough which will delay his unit takeover progress.		
Making Excellent Progress in Acquiring Knowledge and Skills; Proficiency is Well Above Expectations.					
Making Good Progress in Acquiring Knowledge and Skills; Level of Proficiency Meets Expectations.					
Making Satisfactory/Adequate Progress in Acquiring Knowledge and Skills; Proficiency Generally Meets Expectations.		X			
Progress in Acquiring Knowledge and Skills is Unsatisfactory; Proficiency is Well Below Expectations.					
Cannot Rate					
ATTENDANCE THIS REVIEW PERIOD >	NUMBER OF TIMES LATE > 0		NUMBER OF TIMES SICK > 0		NUMBER OF TIMES AWOL > 0
SUMMARIZE EMPLOYEES DEMONSTRATED STRENGTHS: 9 is a great people person and gets along with everyone very well. He can always be counted on to help when needed, and will be a great positive team member on any team he works on.					
SUMMARIZE EMPLOYEES JOB IMPROVEMENT NEEDS: Just getting started in his career at Shell. Needs to continue to maintain his positive attitude and learner's mindset. Falling behind, tends to focus on matters that can delay his progress on learning the unit.					
DATE THIS PERFORMANCE ASSESMENT WAS DISCUSSED WITH EMPLOYEE > 4/4/16					
SUMMARIZE DISCUSSION (What Employee was Told, Employees Reaction, Goals, Etc...)					
Feels good about being in OPCEN. Keeping things simple. Work towards completing walkthrough.					
BASED ON YOUR KNOWLEDGE OF THE EMPLOYEES PERFORMANCE TO DATE SHOULD THE INDIVIDUAL CONTINUE AS AN EQUILON EMPLOYEE?			---X--- YES		--- NO
EXPLAIN: Performing as expected, no issues.					
REVIEWERS COMMENTS					
PREPARED BY SUPERVISOR (Print Name and Title)		SIGNATURE		DATE PREPARED	
Jeff Fischer / Class Facilitator		<i>Jeff Fischer</i>		4/4/16	
REVIEWED BY EMPLOYEE (Print Name and Title)		SIGNATURE		DATE PREPARED	
9		9		4/4/16	
REVIEWED BY /MANAGER (Print Name and Title)		SIGNATURE		DATE PREPARED	
Eric Perez		<i>E Perez</i>		4/4/16	

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DEF 003414

EXHIBIT "E"

From: Fischer, Jeffrey S SOPUS-HRD/LMM
Sent: Tuesday, September 20, 2016 9:54 AM
To: Perez, Eric G SOPUS-DMW/310
Subject: FW: Ciare Newton

Jeffrey S. Fischer

OPCEN Production Learning Advisor

REDACTED

From: Terry, Shelby L SOPUS-DMW/310
Sent: Tuesday, April 19, 2016 10:24 AM
To: Fischer, Jeffrey S SOPUS-HRD/LMM; Perez, Eric G SOPUS-DMW/312
Subject: RE: Ciare Newton

Jeff / Eric

Ciara will need to use the remainder of her vacation (72 hrs) to cover her vacation 4/23 thru 5/6.

4/25 -9 hrs

4/26- 9 hrs

4/27- 9 hrs

4/28- 9hrs

5/3- 12 hrs

5/4- 12 hrs

5/5- 12 hrs

From: Terry, Shelby L SOPUS-DMW/310
Sent: Tuesday, April 19, 2016 10:06 AM
To: Fischer, Jeffrey S SOPUS-HRD/LMM
Subject: RE: New hires in OPCEN

REDACTED

CONFIDENTIAL

DEF 001000

REDACTED

Ciara Newton will go on vacation from 4/23 – 5/6 and then reporting to crew 4 OPCEN North 12 hour days Monday 5/9 – put on tm 4 effective 5/2/16

From: Fischer, Jeffrey S SOPUS-HRD/LMM
Sent: Monday, April 18, 2016 7:59 AM
To: Terry, Shelby L SOPUS-DMW/310
Subject: New hires in OPCEN

Shelby, can you input these hours please for my new hires:

REDACTED

Ciara Newton 4/15 7:00 am – 3:30 8hrs Fire Training

REDACTED

Also,

REDACTED

Ciara Newton will go on vacation from 4/23 – 5/6 and then reporting to crew 4 OPCEN North 12 hour days Monday 5/9

Jeffrey S. Fischer
OPCEN Production Learning Advisor

REDACTED

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DEF 001001

EXHIBIT "F"

CONFIDENTIAL

From: Fischer, Jeffrey S SOPUS-HRD/LMM

Sent: Tuesday, April 19, 2016 6:52 AM

To: Chamberlain, Ian B SOPUS-DMW/312; Curran, Cameron W SOPUS-DMW/312; Fischer, Jeffrey S SOPUS-HRD/LMM; Fregoso, Fonzo SOPUS-DMW/312; Gaskins, Michael R SOPUS-DMW/312; Goff, Donnie J SOPUS-DMW/312; Hilderbrand, Grayson T SOPUS-DMW/312; Lett, Philip K SOPUS-DMW/312; Metcalf, Richard L SOPUS-DMW/312; Miller, Paul T SOPUS-DMW/312; Myers, Richard L SOPUS-DMW/312; Perez, Eric G SOPUS-DMW/312; Zuniga, Robyn R SOPUS-DMW/312

CC: Beck, Michael A SOPUS-DMW/312

Subject: New Hires transitioning to Crews

New Hires transitioning to Crews:

REDACTED

Ciara Newton will go on vacation from 4/23 – 5/6 and then reporting to crew 4 OPCEN North 12 hour days Monday 5/9

Each one will have to work the job for a couple weeks and complete Parallel training, Task training and departmental permitting. Please let me know when the paperwork is completed so I can sit down and go over the paperwork.

They will not be able to write Departmental permits until after they have passed the Departmental Permit Test which I have.

Jeffrey S. Fischer

OPCEN Production Learning Advisor

REDACTED

DEF 001731

EXHIBIT "G"

Shell Oil Products – US Martinez Refinery OPCEN Department	OPERATIONS CENTRAL NORTH Final Written Exam HP-2 Process Operator	Developed By: RA Muller Approved By: LA Roque Page 1 of 17
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The following information must be completed: 15529Check One: Initial Training (Final Exam) X or Refresher Training _____Name: Cara Newton Computer User ID: _____ Date: 4/20/16Test Administered By: Jeffrey Fischer Score: 96.12Remediated Incorrect Test Questions to 100%: Yes ✓ No _____

Note: A score of less than 80% will require that the trainee review appropriate areas and be re-tested on all areas. A score of 80% or greater will require that the trainee be remediated on test questions answered incorrectly.

Test Instructions:

This is a written exam, the examples of question types that can be found on the test are **True or False, Multiple Choice, Matching, Fill-in-the-Blank, Sequencing, Graphical Interaction, Drawing Completion, Yes/or No, Essay.** On Multiple Choice questions please select the Best Answer, unless the question asks for more than one answer (Identified by Select the 2 best answers, Select all that apply, etc.)

Example Test Questions:

1. The 1973 National League Cy Young Award winner was:

- ☐ a. Tom Seaver
☐ b. Juan Marichal
☐ c. Bob Gibson
☒ d. Nolan Ryan

2. The number of lifetime home runs by Henry Aaron is:

- ☒ b. 660
☐ c. 714
☐ d. 755
☐ e. 785

3. True or False:

The 1968 Heisman Trophy winner was none other than O.J. Simpson.



This form and test should be attached to the Initial Training Certification Form and follow the routing slip on the Certification form.

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MODULE #4 HYDROGEN PLANT FEED GAS SYSTEM

1. What is the purpose of HP-2?
 - a. To remove H₂S from process gas streams in the various conversion units in the Complex.
 - ☒ b. To produce hydrogen for use in the various hydrogen consuming units in the Complex.
 - c. To create 340# steam for use in various units in the complex.
 - d. To remove sulfur and nitrogen from various gas oil streams.

2. The three main Feed Gasses to HP-2 are:
 - ☒ a. Sats Dry Gas from the Sats Gas plant in D/H.
 - ☒ b. PG&E Natural Gas from Utilities.
 - c. Refinery Fuel Gas from Utilities.
 - d. DEA Acid Gas from SRF#3.
 - ☒ e. Coker Dry Gas from the Flexicoker.
 - f. Flexigas (FXG) from the Flexicoker.

3. The purpose of the Feed Gas Compressors J-205 and J-206 are to:
 - a. circulate already reacted Process Gas back to the inlet of the Hydrotreater.
 - b. control the temperature of the Feed Gasses by circulating the flow through the Kickback Loop.
 - ☒ c. raise the pressure of the Feed Gas to approximately 350 psig so that the Feed Gas can enter the process.
 - d. control the temperature of the F-104 outlet temperature by varying the amount of Feed Gas.

4. The purpose of Pressure Controller PC-610 is to:
 - a. control the temperature of the Process Gas going to the Hydrotreater V-1103.
 - ☒ b. control the Feed Gas flow to Furnace F-104 by circulating more or less flow through the Kickback Loop.
 - c. control the temperature of the Feed Gas by circulating more or less flow through the Kickback Loop.
 - d. control the suction pressure of Feed Gas Compressors J-205/205.

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MODULE # 5 HYDROTREATER AND SULFUR REMOVAL

5. What is the purpose of the Hydrotreater V-1103?

Circle the Two that apply.

- a. To remove water from the Feed Gas.
- ☒ b. To convert any olefins in the Feed Gas to saturated gasses (ethane, propane).
- c. To separate the Coker Dry Gas from the other HP-2 feed streams.
- ☒ d. To convert sulfur compounds in the Feed Gas, in the presence of hydrogen (H₂) to hydrogen sulfide (H₂S).
- e. To remove nitrogen and ammonia from the Feed Gas.

6. What is the purpose of the Hydrotreater Recycle System?

- a. To raise the pressure of the Recycle Gas to approximately 290 psig so that the Recycle Gas can enter F-104.
- ☒ b. To maintain a flow of already treated gas back to the inlet of the Hydrotreater for diluting the Feed Gas flow through the Hydrotreater.
- c. To maintain a flow a process gas to the inlet of Caustic/Water Wash Column C-225.
- d. To cool the vapors entering the Caustic/Water Wash Column C-225 to a low enough temperature for optimum H₂S removal.

7. The purpose of the Recycle Compressors J-207 and J-208 is to:

- a. To raise the pressure of the Recycle Gas to approximately 300 psig so that the Recycle Gas can enter F-104.
- ☒ b. To maintain a flow of already treated gas back to the inlet of the Hydrotreater for diluting the Feed Gas flow through the Hydrotreater.
- c. To maintain a flow a process gas to the inlet of Caustic/Water Wash Column C-225.
- d. To cool the vapors entering the Caustic/Water Wash Column C-225 to a low enough temperature for optimum H₂S removal.

How is the Hydrotreater outlet temperature controlled?

- a. By TIC-172 which controls the flow of Recycle Gas that either bypasses or goes through E-1203 the Hydrotreater Recycle Cooler.
- b. By TIC-170 which controls the flow of cooling water to E-1203 the Hydrotreater Recycle Cooler.

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- c. By the Jacket Cooling Water system on J-207 and J-208.
- ☒ d. By TIC-170 which controls the flow of treated gas, or diluent, back into the inlet of V-1103

9. The purpose of the Caustic/Water Wash Column C-225 is to:

- a. convert any sulfur compounds in the Feed Gas to H₂S before the gas goes to the Zinc Oxide Guard Beds.
- ☒ b. remove most of the H₂S from the Feed Gas before the gas goes to the Zinc Oxide Guard Beds.
- c. add caustic to the Feed Gas to aid in the Steam Methane Reforming that takes place in F-104.
- d. remove nitrogen and ammonia from the Feed Gas.

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10. What is the purpose of the Zinc Oxide Guard Beds V-1104/V-1105?

- ☒ a. To remove all remaining sulfur compounds and/or H₂S from the Feed Gas before the gas enters Reforming Furnace F-104.
- b. To convert the remaining sulfur compound in the Feed Gas to H₂S before the gas enters Reforming Furnace F-104.
- c. To remove entrained caustic from the Feed Gas before the gas enters Reforming Furnace F-104.
- d. To convert any CO in the Feed Gas to CO₂ before the gas enters Reforming Furnace F-104.

11. Why must ALL H₂S be removed from the Feed Gas before it flows to F-104?

- a. Because H₂S is a poison to the HTS catalyst
- ☒ b. Because H₂S is harmful to the reforming catalyst in the heater tubes.
- c. Because environmental regulations prohibit emitting ANY H₂S from F-104's stack.
- d. To allow the H₂S to be recycled back to the front end of the unit.

MODULE #6 STEAM REFORMER FURNACE F-104 PROCESS FLOWS

10. The purpose of Feed Gas Preheat Exchanger E-1206 is to:

- a. preheat the 340# Process Steam before it joins the Process Gas flow upstream of F-104.
- ☒ b. preheat the Steam/Feed Gas Mixture on the tube side by exchanging heat with hot Furnace Effluent on the shell side of the exchanger.
- c. create 650# steam by exchanging heat with Boiler Feed Water on the shell side and HTS effluent on the tube side of the exchanger.

11. What is the purpose of the 300 psig nitrogen that ties into the feed gas line before entering F-104?

- a. It is used during start-ups and shutdowns to maintain the back end of the plant at a high enough pressure to continue circulating MP from the Contactor to the Stripper
- b. It is used to help cool the flue gas exiting the F-104 stack during normal operation.
- ☒ c. It is used during start-ups and shutdowns to maintain the front end plant pressure and provide a flow through F-104 tubes to cool off the catalyst.
- d. It is used while at low feed rate to aid in the Steam Methane Reforming.

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12. The purpose of Steam Reformer F-104 is to:

- a. convert the Feed Gas/Steam Mixture to mostly methane (CH₄) and nitrogen (N₂).
- b. create 340# steam for use in various conversion units in the Complex..
- c. heat the Feed Gas/Steam Mixture to a high enough temperature for the reaction in the Hydrotreater to occur.
- ☒ d. convert the Feed Gas/Steam Mixture to mostly hydrogen (H₂), carbon monoxide(CO) and carbon dioxide (CO₂).

13. What are the four necessary components for the reforming conversion in F-104?

Circle the four that apply.

- ☒ a. Feed Gas
- b. Caustic
- ☒ c. Source of heat
- d. H₂S
- ☒ e. Nickel catalyst
- ☒ f. 340# steam
- g. Nitrogen

14. How is the 340 psig Process Steam flow controlled?

- a. It is temperature controlled by TC-253, reset by F-104 outlet temperature.
- ☒ b. It is ratio controlled by RC-243, reset by the Feed Gas flow.
- c. It is on level control, reset by V-1106, 650# steam drum level.

MODULE #7 SHIFT CONVERSION SYSTEM

15. The purpose of the High Temperature Shift (HTS) Converter V-1108 is to:

- a. convert the sulfur compounds in the Process Gas into H₂S.
- b. convert all off the carbon monoxide (CO) in the Process Gas into Methane and hydrogen.
- ☒ c. convert approximately three quarters of the carbon monoxide (CO) in the Process Gas into carbon dioxide (CO₂) and hydrogen.
- d. convert any methane in the Process Gas into hydrogen.

16. ☒ True or False

The reaction in the LTS is exothermic.

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MODULE #8 MP SOLUTION CONTACTOR, WATER WASH COLUMN AND METHANATOR

17. The purpose of the MP Solution Contactor is to:

- a. strip CO₂ from the Rich MP solution making it Lean MP solution so that it can be reused.
- ☒ b. remove carbon dioxide from the Process Gas by scrubbing it with a Lean MP solution.
- c. wash, or remove any MP solution entrained in the Process Gas.
- d. remove H₂S from the Process Gas by scrubbing it with a Lean MP solution.

18. What is the purpose of the 300 psig nitrogen line going to the Process Gas line upstream of Water Wash Column C-228?

- a. To cool the Process Gas exiting the MP Contactor
- b. To purge the Water Wash Column to the flare.
- c. To remove any entrained MP in the Process Gas exiting the MP Solution Contactor.
- ☒ d. To maintain pressure on the back end of the plant when HP-2 is split during a start-up or shutdown.

19. The purpose of the Water Wash Column C-228 is to:

- ☒ a. remove any MP Solution entrained in the Process Gas.
- b. remove carbon dioxide from the Process Gas.
- c. cool the Process Gas stream before it enters the Methanator.
- d. remove caustic from the Process Gas.

20. Why must all of the MP Solution be removed from the Process Gas before it enters the Methanator?

- ☒ a. Because it is more economical to recover the MP Solution and recycle it to the MP Stripper to be used again.
- ☒ b. Because MP solution is a Methanator Catalyst poison.
- c. Because the Oxazolidone content of the MP will react with the Methanator catalyst to form Nickel Carbonyl, a toxic gas.
- d. Because environmental regulations do not allow any MP solution to be in finished Hydrogen.

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21. The purpose of the Methanator is to:

- a. convert any entrained MP solution in the Process Gas to carbon dioxide (CO₂).
- b. remove any residual H₂S from the Process Gas
- ☒ c. convert the residual carbon monoxide (CO) and carbon dioxide (CO₂) in the Process Gas to methane (CH₄).
- d. convert the residual methane (CH₄) in the Process Gas to hydrogen (H₂).

22. Why must most of the CO and CO₂ in the Process Gas be converted to methane before it leaves HP-2?

- a. Because CO and CO₂ are poisons to the Methanator catalyst
- ☒ b. Because CO and CO₂ are catalyst poisons for the units that use our product hydrogen.
- c. Because environmental regulations do not allow CO and CO₂ to be processed in the downstream units that use our product hydrogen.
- d. None of the above.

23. Where can the 200# product hydrogen from HP-2 be routed?

Check the three that apply.

- ☒ a. The 200# Hydrogen Header to LOP.
- b. The Flexicoker Gas Plant.
- ☒ c. The atmosphere via PIC-399
- ☒ d. The refinery Fuel Gas Blend Drum in Utilities.
- e. The Depropanizer Column in the Dimersol.
- f. The refinery Flexigas (FXG) header.

MODULE #9 FEED GAS COMPRESSORS J-205 AND J-206 AND RECYCLE COMPRESSORS J-207 AND J-208

24. What are the two different lubrication systems for Feed Gas Compressors J-205/J-206?

Circle the two that apply.

- a. The Jergenson Lube Oil System.
- ☒ b. The McCord Lube Oil System.
- c. The D. J. Goff Lube Oil System.
- ☒ d. The Crankcase or Main Lube Oil System.

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25. The purpose of the Feed Gas Compressors' Jacket Cooling Water System is to:

- ☒ a. cool the compressor cylinders by providing a means of removing heat caused by compression.
- b. cool the Process Gas exiting the Feed Gas Compressors with cooling water.
- c. cool the circulating crankcase lube oil.
- d. none of the above.

26. Which of the following conditions will cause the Protective Instrument Systems ES-2 for J-205 and ES-3 for J-206 to shut down the compressors?

Circle the ^{three} ~~two~~ that apply.

- ☒ a. High compressor discharge temperature.
- b. High F-104 outlet temperature.
- c. High liquid level in V-1112 First Interstage KO Vessel.
- ☒ d. High liquid level in V-1100 Feed Gas KO Drum.
- e. Low Hydrotreater outlet temperature.
- ☒ f. Bar over Jack

MODULE # 10 REFORMER HEATER F-104 FUEL GAS AND FXG FLOWS

27. The two fuels used to fire Heater F-104 are:

- a. Flexigas (FXG) and Natural Gas.
- b. Refinery Fuel Oil and Flexigas (FXG).
- ☒ c. Refinery Fuel Gas and Flexigas (FXG).
- d. Flexigas (FXG) and Hydrogen.

28. What is the purpose of the Pilots in F-104?

- a. To control the pressure of the HP-2 fuel gas system.
- ☒ b. To ensure that a flame source is always present in F-104.
- c. To control F-104 outlet temperature.
- d. None of the above.

29. What is the maximum allowable tube skin temperature in F-104?

- a. 1000°F.
- b. 2500°F.
- c. 550°F.
- ☒ d. 1750°F.

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30. The following are the hazards of Flexigas (FXG):

Circle the two that apply.

- ☒ a. Carbon Monoxide (CO)
- ☒ b. Hydrogen Sulfide (H₂S)
- c. Ammonia (NH₃)
- d. High Pressure
- e. Sulfur Dioxide (SO₂)

31. The following are the precautions you must take when you go under F-104 for intrusive work:

Circle all that apply.

- ☒ a. Wear a flash hood.
- ☒ b. Wear a flash jacket.
- ☒ c. Wear flash gloves.
- ☒ d. Carry a radio tuned to A-5 – OpCen1.
- ☒ e. Obtain verbal approval from the HP-2 Board Operator.

MODULE #11 BOILER FEED WATER AND STEAM SYSTEMS

32. The purpose of the Boiler Feed Water (BFW) System is to:

- a. supply treated water for the Hydrotreater Recycle Cooler.
- ☒ b. supply treated water for the 650 psig Steam Drum in HP-2.
- c. supply treated water for the MP and water wash systems.
- d. supply treated water for the Feed Gas Compressors' jacket cooling water system.

33. What is the purpose of Deaerator V-1117A?

- a. Provide surge capacity for the Boiler Feed Water before it enters V-1106 650 # Steam Drum.
- ☒ b. Remove carbon dioxide and oxygen from the process water using 50 psig steam as a stripping agent.
- c. Cool the Boiler Feed Water before it enters V-1106 650 # Steam Drum.
- d. None of the above.

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34. What is the purpose of waste heat boiler E-1207?

- a. Cool the Reformer (F-104) Effluent by exchanging heat with 340# Process Steam.
- b. Cool the HTS Effluent by exchanging heat with Boiler Feed Water.
- ☒ c. Make 650# steam by exchanging heat between Boiler Feed Water and Reformer (F-104) Effluent.
- d. Preheat the Process Gas before it enters Reformer Furnace F-104.

35. The purpose of Coil #2 in the convection section of F-104 is to:

- a. preheat Flexigas (FXG).
- ☒ b. preheat Boiler Feed Water going to the 650 # Steam Drum..
- c. exchange heat with water from the 650 # Steam Drum to generate steam.
- d. superheat the 650 # steam leaving the 650 # Steam Drum.

36. The purpose of Coil #4 in the convection section of F-104 is to:

- a. preheat Flexigas (FXG)
- b. preheat Boiler Feed Water going to the 650# Steam Drum.
- c. Exchange heat with water from the 650 # Steam Drum to generate steam.
- ☒ d. Superheat the 650 # steam leaving the 650 # Steam Drum.

37. What is the purpose of 340# steam in HP-2?

- a. Supply motive force to drive the Coil #3 Circulation Turbine.
- b. Supply motive force to drive the MP Circulation Turbine.
- ☒ c. Used as Process Steam in F-104 help the Reforming Process take place.
- d. Supplies Utility Steam to the HP-2 Utility Stations.

MODULE #12 WATER WASH AND MP SYSTEM

38. What is the purpose of the Water Wash System in HP-2?

- a. Provide cooling water for the Feed Gas Compressors' Jacket Cooling Water System.
- b. To remove CO2 from the Process Gas before it enters the Methanator.
- c. To cool the Product Hydrogen Gas downstream of the Methanator.
- ☒ d. To remove any MP Solution entrained in the Process Gas downstream of the MP Solution Contactor

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39. What must you do to obtain emergency Process Water if both Process Water P-5168 and P-5169 fail?

- a. Forget that, just initiate ES-1 to immediately shutdown HP-2.
- b. Cut feed to minimum and lower F-104 outlet temperature to 1000°F.
- ☒ c. Open the block valve on the 300 psig condensate line at E-1222 outlet and block in the discharge of P-5168 and P-5169.
- d. Line up the First and Second Interstage KO Drums to the Process Sewer.

40. The purpose of the MP Contactor is to:

- a. Convert any Carbon Monoxide (CO) in the Process Gas to Carbon Dioxide (CO₂).
- b. Remove H₂S from the Process Gas.
- ☒ c. Remove Carbon Dioxide (CO₂) from the Process Gas.
- d. Convert any Carbon Dioxide in the Process Gas to Methane.

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41. What is the purpose of the MP Stripper C-227?

- ☒ a. To strip the CO₂ from the Rich MP.
- b. To strip the H₂S from the Rich MP.
- c. To strip the MP from the Process Gas.
- d. None of the above.

42. What is the purpose of Hand Indicator Controller HIC-364 and HIC-365 located on the east side of the MP Stripper C-227?

- a. To isolate the front end of the plant from the back end of the plant during start-ups and shutdowns.
- b. To control the pressure of the back end of the plant when the plant is split.
- ☒ c. To quickly reduce the heat input to the MP Stripper to prevent or minimize a boil-over in the Stripper.
- d. To control the temperature of the Process Gas exiting the MP Stripper.

43. What are the two different heat sources to the MP Stripper Reboilers?

Circle the two that apply.

- ☒ a. 650 psig steam
- b. Boiler Feed Water exiting Coil #2 in the convection section of F-104.
- ☒ c. Process Gas exiting the Low Temperature Shift Converter (LTS Effluent).
- ☒ d. 50 psig steam.
- e. Debutanizer Bottoms from the Flexicoker Gas Plant (KGP).

MODULE #13 SAMPLING AND TESTING

42. The purpose of testing the pH in C-225's Water Wash Section is to:

- a. determine the amount of H₂S in the Process Gas stream exiting the Hydrotreater V-1103.
- ☒ b. determine if there is caustic carryover from the column's caustic section.
- c. determine the amount of H₂S in the Process Gas stream exiting C-225.
- ☒ d. Control the acid injection rate into C-225.

43. ☒ True or False:

You must wear goggles and rubber gloves when pulling a MP or caustic sample

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44. ☒ True or ☐ False:

Information on sampling procedures can be found in the FRM (Field Requirements Manual) F(F) –1.

MODULE #14 READINGS, PROCEDURES, AND THE OIL MIST LUBRICATION SYSTEM

45. The purpose of a pressure safety valve (PSV) is to:

- a. control the pressure on a column or vessel.
- ☒ b. protect a vessel or piece of equipment from damage due to over-pressuring by opening to relieve the excess pressure.
- c. protect a vessel or piece of equipment from damage due to over-pressuring by closing the process flow to that piece of equipment.
- d. Maintain a positive pressure in the flare header, thereby preventing the build-up of hydrocarbon vapor in the flare header.

46. The purpose of the Oil Mist Lubrication System is to:

- a. lubricate the cylinders and packing on the Recycle and Feed Gas Compressors.
- b. lubricate fan bearings throughout the unit.
- ☒ c. lubricate the bearings on pumps located throughout the unit.
- d. lubricate valve stems for ease of operation.

47. True or ☒ False:

- a. It is important that we never steam out or use a steam lance on any piece of equipment that contains caustic because the equipment may have a pressure rating of less than 160 psig, which is the pressure of our utility steam.

MODULE #15 CWT-50, CPI, FLARES AND EMERGENCY POWER GENERATOR

47. What is the purpose of Cooling Water Tower CWT-50?

- a. To cool the blowdown water before it is routed to the basins.
- b. To provide cool, treated boiler feed water for use in V-1106 650 # Steam Drum.
- ☒ c. To provide water to control temperatures by transferring heat from hot processes into the cooling water and then cooling the water for reuse.

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48. What is the purpose of the concentrated sulfuric acid addition to the Cooling Water Tower Basin?

- a. To control foaming in the Cooling Water Tower.
- b. To control the temperature of the Cooling Water.
- c. To prevent corrosion in exchanger tubes.
- ☒ d. To control the pH of the Cooling Water and prevent scale.

49. The purpose of cooling water blowdown is to:

- ☒ a. control the conductivity of the water in the correct range by removing a slipstream of cooling water containing contaminants which is replaced with fresh makeup water.
- b. control the level of the cooling tower basin.
- c. control foaming in the Cooling Water Tower.
- d. maintain clean cooling tower screens to prevent plugging.

50. The purpose of the Corrugated Plate Interceptor (CPI) on the main Process Sewer from the OpCen units is to:

- a. separate process sewer liquid from storm sewer liquid.
- ☒ b. separate the solids and oil from the sewer water flow.
- c. cool liquids in the process sewer before they are routed to the basins.
- d. contain all the process sewer liquid from OpCen processing units until they can be removed by a vacuum truck.

51. ☒ True or False:

The purpose of the decant boxes at the CPI is to allow further residence time for the settling out of solids.

MODULE #16 HYDROGEN PLANT EMERGENCY PROCEDURES

52. What is the primary objective during any emergency?

- a. To keep the unit operating.
- ☒ b. To bring the unit to a safe condition as quickly as possible.
- c. To evacuate the refinery.
- d. To blame it on someone else.

True or ☒ False:

To evacuate personnel from your unit area during an emergency the Board Operator will

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activate the Flare Area Emergency Evacuation Alarm located on the Sulfur Plant #3 Board in the Control Center.

53. True or ~~False~~?

During an HP-2 Feed Outage, the plant must be split by opening MOV-3215 on the 60% bypass around the MP Stripper Reboilers.

54. ~~True~~ or False:

The pilots to F-104 will remain lit during an ES-1 outage.

55. When ES-1 is activated, the following will automatically occur:

Circle the four that apply

- ☒ a. All the feed gas control valves trip closed.
- ☒ b. The fuel gas and the Flexigas control valves to F-104 trip closed.
- c. The Recycle Compressors J-207 and J-208 shut down.
- d. The Emergency Power Generator is started.
- ☒ e. TIC-166 bypasses the Hydrotreater feed around E-1208 to cool the Hydrotreater inlet as much as possible.
- f. The pilots in F-104 shut off.
- ☒ g. The Feed Gas Compressors J-205 and J-206 shut down.

56 The purpose of HIC-471 downstream of the Methanator KO Drum is to:

- a. split the plant.
- b. quickly remove heat from the MP Stripper.
- ☒ c. isolate HP-2 from the 200# Hydrogen header.
- d. bypass the Methanator.

END OF TEST

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EXHIBIT "H"

From: Fischer, Jeffrey S SOPUS-HRD/LMM
Sent: Thursday, September 1, 2016 2:27 PM
To: Newton, Ciara SOPUS-DMW/312; Metcalf, Richard L SOPUS-DMW/312
Subject: RE: GROW SOU

You were given credit.

Jeffrey S. Fischer

OPCEN Production Learning Advisor

REDACTED

From: Newton, Ciara SOPUS-DMW/312
Sent: Tuesday, August 30, 2016 9:11 AM
To: Fischer, Jeffrey S SOPUS-HRD/LMM; Metcalf, Richard L SOPUS-DMW/312
Subject: RE: GROW SOU

Hi Jeff,

I have completed the GROW S.O.U "Pumps," but it still shows as incomplete and past due.

Thanks for your help,

Ciara Newton